



U.S. Department
of Transportation
National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100145

Date Received

Repository ☐

Reference No.
10022511

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City STERLING HEIGHTS State MI Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

E-mail Address

Evening Telephone Number [REDACTED]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☐ YES ☒ NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner _____ Date 1/1

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side PLEASE FILL IN WVWBH63B01P049368				Make VOLKSWAGEN	Model PASSAT	Model Year 2001
Date Purchased 10-26-00	Dealer's Name and Telephone Number EMPLOYEE VEHICLE PURCHASE VW OF AUBURN			Engine: No. Cylinders 6	Fuel Type: PREMIUM	
Original Owner ☒	Dealer's City AUBURN HILLS, MICH		State MI	Zip Code 48326		
Transmission Type AUTO	☒ Antilock Brakes ☒ Cruise Control	Powertrain FRONT WHEEL DRIVE		Vehicle Component Code 142000 AIR BAGS:SIDE/WINDOW		
				Multiple Failures: 1		

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 24-MAY-2003	Failure Mileage 25000	Failure Speed PARKED	SEE ATTACHED VEHICLE VOLKSWAGEN WORK ORDER
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ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTM19ABC036)	☐ Original Equipment ☐ Prior Repair	Failure Location:
Tire Component Code		Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Deaths	Reported to Police N
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Narrative Description of Incident(s), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure, i.e., parts repaired or replaced (and if old part is available).

WHILE VEHICLE WAS PARKED/ENGINE OFF, SIDE AIRBAGS DEPLOYED. DEALER NOTIFIED. *AK

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY.

The Privacy Act of 1974 (Public Law 93-579) This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your responses may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

June 9, 2003
030248231



Customer Care
Mail Code 2 West
Hills Corporate Center
3499 West Hardie
Rochester Hills, MI 48309
Tel. (800) 822-8987

[REDACTED]
STERLING HEIGHTS, MI [REDACTED]

RE: 2001 Volkswagen Passat
VIN: WVWBH63B01P049368

Dear [REDACTED]

Thank you for speaking with me on June 2, 2003. As I mentioned during our conversation, I have been informed that your vehicle has been repaired and you may make arrangements to pick it up from Vyletel Volkswagen.

Please be assured that our engineer, Mr. Michael Zazula, specializing in air bag and passive restraint systems, has reviewed this matter and is confident in the dealer's repair.

Volkswagen has verified that your vehicle is operating 100 percent to manufacturer specifications. If you have any questions regarding this matter, please feel free to contact myself or Mr. Alan Yax.

Sincerely,

A handwritten signature in cursive script, appearing to read 'Elizabeth E. Deniau'.

Elizabeth E Deniau
Volkswagen Customer Care Center

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**